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# 1 [I Think, therefore IM: When conventions collide: the tensions of instant messaging attributed](#)

Amy Volda, Wendy C. Newstetter, Elizabeth D. Mynatt

 April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**

Full text available: pdf(360.81 KB)

 Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We discuss findings from observation, interviews, and textual analysis of instant messaging use in a university research lab setting. We propose a method for characterizing the tensions that permeate instant messaging texts and that expose the collision between conventions of verbal and written communication. Given this method, we suggest a design space for exploring potential design choices in instant messaging clients. Finally, we recommend an analysis of communicative conventions as a fruitful ...

**Keywords:** computer-mediated communication, computer-supported cooperative work, instant messaging, interaction design, sociolinguistics

## 2 [Awareness of presence, instant messaging and WebWho](#)

Peter Ljungstrand, Ylva Hård af Segerstad

December 2000 **ACM SIGGROUP Bulletin**, Volume 21 Issue 3

Full text available: pdf(776.18 KB)

 Additional Information: [full citation](#), [abstract](#), [references](#)

We report from a study of how awareness of presence can affect instant messaging behavior. WebWho is a web based awareness system that visualizes where people are located in a large university computer lab. It allows students to virtually locate one another and, among other functions, to communicate via an instant messaging system. Typically, instant messages are signed with the sender's name, but messages can also be sent anonymously. The students use the messaging system to support collaborati ...

**Keywords:** awareness of presence, computer-mediated communication, instant messaging, web visualization

## 3 [Chat I: Introducing chat into business organizations: toward an instant messaging maturity model](#)

Michael J. Muller, Mary Elizabeth Raven, Sandra Kogan, David R. Millen, Kenneth Carey

 November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**

Full text available:  pdf(647.22 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We provide the first study of instant messaging (IM) based on large samples of users' self reports. Previous studies have relied on ethnographic methods or analysis of server logs. Our self-report approach has its own strengths (large-sample; focus on attitudes, beliefs, and value attributions), as well as weaknesses (self-selection by respondents). We describe the introduction of Lotus Sametime™, an IM product, into three business organizations. Across the three organizations, we found su ...

**Keywords:** CSCW, chat, computer mediated communication, instant messaging, office computing, synchronous communication

#### 4 IM everywhere: Instant messaging in teen life

Rebecca E. Grinter, Leysia Palen

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available:  pdf(348.66 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Instant Messaging (IM) is being widely adopted by teenagers. In a study of 16 teenage IM users, we explore IM as an emerging feature of teen life, focusing our questions on its support of interpersonal communication and its role and salience in everyday life. We qualitatively describe the teens' IM use interpersonally, as well as its place in the domestic ecology. We also identify technology adoption conditions and discuss behaviors around privacy management. In this initial investigation, we fo ...

**Keywords:** CSCW, HCI, chat, communications, domestic information technology, instant messaging, qualitative user study, teenagers

#### 5 IM everywhere: The character, functions, and styles of instant messaging in the workplace

Ellen Isaacs, Alan Walendowski, Steve Whittaker, Diane J. Schiano, Candace Kamm

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available:  pdf(519.02 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Current perceptions of Instant Messaging (IM) use are based primarily on self-report studies. We logged thousands of (mostly) workplace IM conversations and evaluated their conversational characteristics and functions. Contrary to prior research, we found that the primary use of workplace IM was for complex work discussions. Only 28% of conversations were simple, single-purpose interactions and only 31% were about scheduling or coordination. Moreover, people rarely switched from IM to another me ...

**Keywords:** informal communication, instant messaging, media switching, multitasking, workplace collaboration

#### 6 Short papers: Instant collaboration: using context-aware instant messaging for session management in distributed collaboration tools

Klaus Marius Hansen, Christian Heide Damm

October 2002 **Proceedings of the second Nordic conference on Human-computer interaction**

Full text available:  pdf(284.91 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Distributed collaboration has become increasingly important, and instant messaging has become widely used for distributed communication. We present findings from an

investigation of instant messaging use for work-related activities in a commercial setting. Based on these findings, we propose a lightweight session management design for distributed collaboration tools based on context-aware instant messaging. An implementation of this design is presented and an ongoing evaluation is discussed.

**Keywords:** computer-supported co-operative work, distributed collaboration tools, instant messaging, interaction design

7 Demonstrations: the way to work: Hubbub: a wireless instant messenger that uses earcons for awareness and for "sound instant messages"

Ellen Isaacs, Alan Walendowski, Dipti Ranganathan

March 2001 **CHI '01 extended abstracts on Human factors in computing systems**

Full text available:  [pdf\(274.66 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

There is a need for lightweight communication tools that give people awareness of colleagues, friends, and family and that let them initiate and retrieve messages with trivial effort. Existing instant messenger applications are a good step, but most provide minimal awareness and are not easily accessible from the road. Hubbub is an instant messenger that runs on a wireless Palm and a PC, enabling people to maintain background awareness of others and send them quick messages. It uses a novel conc ...

**Keywords:** awareness, earcons, instant messages, mobile computing, palm, sound IDs, sound instant messages, wireless

8 Short Papers: FAIM: integrating automated facial affect analysis in instant messaging

Rana El Kaliouby, Peter Robinson

January 2004 **Proceedings of the 9th international conference on Intelligent user interface**

Full text available:  [pdf\(252.05 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

One of the limitations in traditional instant messaging platforms is that they predominantly rely on text messages as the primary form of expression. This paper presents FAIM, an instant messaging application that analyzes a person's facial affect in real time and augments the dialogue with an emotive character representing them. Throughout the paper, we identify a number of design challenges that arise from integrating facial affect into instant messaging, and discuss how each of these issues I ...

**Keywords:** affective interfaces, emotionally intelligent applications, facial affect analysis, facial expression, instant messaging

9 Interaction and outeraction: instant messaging in action

Bonnie A. Nardi, Steve Whittaker, Erin Bradner

December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**

Full text available:  [pdf\(163.10 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We discuss findings from an ethnographic study of instant messaging (IM) in the workplace and its implications for media theory. We describe how instant messaging supports a variety of informal communication tasks. We document the affordances of IM that support flexible, expressive communication. We describe some unexpected uses of IM that highlight aspects of communication which are not part of current media theorizing. They pertain to communicative processes people use to connect with eac ...

**Keywords:** computer-mediated communication, informal communication, instant messaging, media theory, outeraction

10 Interactive posters: personal media: Amigo - wireless image based instant messaging for handheld computers

Helena Fabersjö, Elisabeth Windt, Ylva Wridell, Johan Sanneblad

April 2003 **CHI '03 extended abstracts on Human factors in computing systems**

Full text available:  pdf(321.43 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We introduce Amigo - an Instant Messaging (IM) client for handheld computers. Amigo allows free-form images as well as handwriting to be sent between people, taking advantage of the touch sensitive display of mobile devices. Amigo differs from other IM clients in that the text written by the user never has to be translated into ASCII data. Twenty students used Amigo for two weeks. Preliminary use results show that Amigo functions well as an IM client for handheld computers, and also introduces n ...

**Keywords:** handheld computing, instant messaging, pen-based user interface, uninterpreted handwriting

11 The Next Bang: The Explosive Combination of Embedded Linux, XML and Instant Messaging

Doc Searls


September 2000 **Linux Journal**

Full text available:  html(34.52 KB) Additional Information: [full citation](#), [references](#), [index terms](#)

12 I Think, therefore IM: Introducing instant messaging and chat in the workplace

James D. Herbsleb, David L. Atkins, David G. Boyer, Mark Handel, Thomas A. Finholt

April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**

Full text available:  pdf(619.32 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We report on our experiences of introducing an instant messaging and group chat application into geographically distributed workgroups. We describe a number of issues we encountered, including privacy concerns, individual versus group training, and focusing on teams or individuals. The perception of the tool's utility was a complex issue, depending both on users' views of the importance of informal communication, and their perceptions of the nature of cross-site communication issues. Finally, we ...

**Keywords:** chat, distributed teams, groupware, instant messaging, presence awareness, technology diffusion

13 Interactive posters: personal media: Kinetic typography-based instant messaging

Kerry Bodine, Mathilde Pignol

April 2003 **CHI '03 extended abstracts on Human factors in computing systems**


Full text available:  pdf(271.39 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Kinetic Typography, text whose appearance changes over time, is emerging as a new form of expression due to its ability to add emotional content to text. We explored the potential for kinetic typography to improve the way people communicate over the Internet using Instant Messaging (IM). Our Kinetic Instant Messenger (KIM) builds upon applications for rendering and editing kinetic typography effects and addresses several design issues that spring from integrating kinetic typography and IM.


**Keywords:** chat, dynamic text, instant messaging, kinetic typography

**14 Queue Focus: Beyond Instant Messaging**

John C. Tang, James Bo Begole

November 2003 **Queue**, Volume 1 Issue 8Full text available:  [pdf\(925.99 KB\)](#) [html\(35.63 KB\)](#)Additional Information: [full citation](#)**15 Interactive posters: computer-mediated communication: Reality instant messaging: injecting a dose of reality into online chat**

Mei Chuah

April 2003 **CHI '03 extended abstracts on Human factors in computing systems**Full text available:  [pdf\(1.03 MB\)](#)Additional Information: [full citation](#), [abstract](#), [references](#)

Online chat technologies such as instant messaging and SMS have become extremely popular. Online chat environments, however, are missing a key ingredient that we take for granted in physical world chat - reality. When we socialize in the physical world we are surrounded by colorful and interesting events, e.g. a sporting event, a music concert, or an interesting drama on television. These events become conversational devices that play a crucial role in driving and facilitating social interaction ...

**Keywords:** computer mediated communication, e-commerce, entertainment, interaction design, social computing and social navigation, video (as content or communications medium), virtual community and Community computing

**16 Interactive posters: Effects of instant messaging interruptions on computing tasks**

Edward B. Cutrell, Mary Czerwinski, Eric Horvitz

April 2000 **CHI '00 extended abstracts on Human factors in computing systems**Full text available:  [pdf\(219.79 KB\)](#)Additional Information: [full citation](#), [abstract](#), [references](#)

This paper describes a study that probes the cost of interrupting users with instant messages during different phases of a computing task. We found that interrupting users during the "evaluation phase" of the task resulted in significantly longer completion times than interruptions in other phases. We also found that interruptions that were irrelevant to the task resulted in longer times to process the message and longer task resumption times than relevant messages. These initial results have im ...

**17 Short Talks: Characterizing instant messaging from recorded logs**

Ellen Isaacs, Candace Kamm, Diane J. Schiano, Alan Walendowski, Steve Whittaker

April 2002 **CHI '02 extended abstracts on Human factors in computing systems**Full text available:  [pdf\(118.40 KB\)](#)Additional Information: [full citation](#), [abstract](#), [references](#)

Most studies about instant messaging (IM) are based on self-report data. We logged thousands of real IM conversations and examined them to find characteristic patterns of IM use in the workplace. Frequent IMers have longer, faster-paced interactions than do infrequent users, with shorter turns, more threading, and more multitasking. Pairs who IM with each other often have longer interactions with more threading than do rare partners. In contrast to previous characterizations, IM is used only occ ...

**Keywords:** instant messaging, multitasking, switch media, threading

**18 Mobile instant messaging through Hubbub**

Ellen Isaacs, Alan Walendowski, Dipti Ranganathan

September 2002 **Communications of the ACM**, Volume 45 Issue 9

Full text available:  pdf(207.43 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)  
 html(42.58 KB)

Associating online buddies with musical notes, Hubbub lets users (on both PCs and handhelds) interact by way of opportunistic impromptu exchanges, even as they move about.

19 [The use of internet tools to supplement communication in the classroom](#)

Kenrick Mock

December 2001 **The Journal of Computing in Small Colleges**, Volume 17 Issue 2

Full text available:  pdf(36.68 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This paper describes the author's experiences using online communication tools to supplement classroom-based instruction. In particular, I examined the use of online bulletin boards, online chat, instant messaging, e-mail, and online surveys with CS courses from 1996 to 2001. All of these tools are now readily available and have the potential to foster new avenues for student interaction that are not possible without an online environment. However, unlike the film *Field of Dreams*, the man ...

20 [An open architecture for next-generation telecommunication services](#)

Gregory W. Bond, Eric Cheung, K. Hal Purdy, Pamela Zave, J. Christopher Ramming

February 2004 **ACM Transactions on Internet Technology (TOIT)**, Volume 4 Issue 1

Full text available:  pdf(237.24 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

An open (in the sense of extensible and programmable) architecture for IP telecommunications must be based on a comprehensive strategy for managing feature interaction. We describe our experience with BoxOS, an IP telecommunication platform that implements the DFC technology for feature composition. We present solutions to problems, common to all efforts in IP telecommunications, of feature distribution, interoperability, and media management. We also explain how BoxOS addresses many deficiencies ...

**Keywords:** Component architectures, Intelligent Network architecture, Session Initiation Protocol, electronic mail, feature interaction, instant messaging, multimedia systems, network addressing, network interoperation, network optimization, network protocols, service creation

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